



Australian Government

Comcare

COMCARE WORKPLACE REHABILITATION PROVIDER SERVICE CODES

A referral must be received from a Rehabilitation Case Manager (RCM) (or employer delegate) before the workplace rehabilitation provider can commence service delivery.

Comcare is able to pay rehabilitation invoices for initial rehabilitation services prior to claim determination.

REHABILITATION CAPABILITY ASSESSMENT—INITIAL NEEDS ASSESSMENT (INA)

(Code 90)

This is an assessment of an employees capacity to return to work and undertake, or continue to undertake a rehabilitation program.

Activities include:

- > Meeting with worker & assessment
- > Workplace visit and meeting
- > Workplace (ergonomic) assessment
- > Job analysis and identification of suitable duties
- > Consultation/meeting with the Medical Practitioner
- > Liaison with other treating practitioners
- > Report including recommendations for a proposed rehabilitation program and return to work (as applicable); rehabilitation goals and timeframes; barriers to return to work and strategies for addressing these; return to work (or maintenance at work) arrangements; a proposed return to work schedule; rehabilitation services and costs.

Approved workplace rehabilitation providers must undertake assessment services in accordance with Operational standards (Service standards 1.1-1.6) and Approval Criteria.

The following services may form part of an initial needs assessment (under s. 36) or rehabilitation program (under s. 37):

- > Workplace (ergonomic) assessment
- > Functional capacity assessment
- > Activities of Daily Living assessment *
- > Aids and appliances assessment*
- > Home modification assessment*
- > Household help and attendant care assessment*
- > Vocational assessment
- > Cognitive assessment
- > Driving assessment

*The Comcare Claims Services Officer is the decision maker for such a referral.



For billing purposes code 90 is used if the service formed part of an initial needs assessment. Code 92 is used if the service is delivered as part of a rehabilitation program. Where the Comcare Claim Service Officer has engaged a workplace rehabilitation provider to undertake one of the assessment services marked with an asterix code 90 is used for billing purposes. Single services may be undertaken as part of a rehabilitation assessment under s. 36 but must be part of a broader assessment of the employee's capacity to undertake a rehabilitation program.

REHABILITATION PROGRAM (RETURN TO WORK PLAN) SERVICES

(Code 92)

Rehabilitation services can only be delivered by approved consultants employed or engaged to work with an approved workplace rehabilitation provider. Each approved consultant is issued with a consultant ID number.

Services involved in the management and monitoring of a employees' return to work which should be itemised on the rehabilitation program include:

- > Coordination and monitoring of the return to work program
- > Worker liaison and support
- > Advice on workplace or work process modifications
- > Organising assistive equipment and ensuring worker can safely utilise the equipment
- > Workplace meetings and liaison with Case Manager, supervisor and/or manager
- > Workplace assessment, task analysis, job redesign or upgrading
- > Development of suitable duties schedule
- > Case conferences
- > GP visits, liaison with treatment providers
- > Progress or closure report
- > Job search and redeployment activities, e.g. Vocational assessment; negotiating/monitoring work trials; interview preparation; job search and adjustment to disability counselling

NB. All services should be delivered in accordance with the Comcare Workplace Rehabilitation Provider Operational Standards and Approval Criteria.

A Comcare approved workplace rehabilitation provider is able to deliver both 'Return to work—same employer' and 'Return to work—new employer' services; however, the services an individual consultant can deliver will be dependent on their professional qualifications and experience.

RETURN TO WORK SUPPORT SERVICES

(Code 93)

There may be some services (and associated costs) required to support the employees' return to work that are provided by a third party. These are identified on the rehabilitation program as Code 93 Return to work support services and can include:

- > Taxi vouchers—to allow the employee with a workplace injury or disease to attend the workplace or other return to work activities. This does not include transport to attend treatment
- > Vocational counselling or adjustment to disability counselling where it is not provided by the WRP
- > External Training—for example: course fees, tutoring costs and materials
- > Equipment specifically required to facilitate RTW that is outside the workplace's WHS obligations and is not treatment related—for example: Voice recognition software
- > Costs of GP case conference/visit or GP report.

Comcare is unable to pay a third party directly (as they are not approved by Comcare to deliver rehabilitation program services) so all Code 93 costs must be paid by the rehabilitation provider and reimbursement sought from Comcare.

WORKPLACE REHABILITATION PROVIDER TRAVEL

(Code 94)

This code is only to be used for workplace rehabilitation provider travel.

Workplace Rehabilitation does not include:

- > Work conditioning
- > Pain management programs
- > Treatment (including therapeutic counselling)
- > Overseeing/monitoring of injured worker's treatment
- > Determining worker's ongoing entitlements
- > Claims management. or
- > Employer case management activities.